Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Agriculture and Food	Application Services	Danielle Hood	1 0	1 0	0 0	2 0
		Martin Gonzalez	0 0	0 0	1 1	1 1
		Assigned to Individual Total	1 0	1 0	1 1	3 1
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	1 1	0 0	1 1
		James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	2 2	0 0	2 2
		Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	7 7	0 0	7 7
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Agriculture and Food

			High	Low	Medium	FCR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	1	41	0	42
			1	41	0	42
		Assigned to Individual Total	1	41	0	42
			1	41	0	42
	Metro D Help Desk	Doug Brown	0	1	0	1
			0	1	0	1
		John Robinson	0	2	0	2
			0	1	0	1
		Matthew Earl	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	4	0	4
			0	3	0	3
	Rural Central Desktop Support	Rod Montoya	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Technical Lead/Project Manager	Dustin Crump	1	0	0	1
			0	0	0	0
		Mart Gardner	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	1	1	0	2
			0	0	0	0
	Voice Operations	James Gifford	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice/Data/WAN Services	Spencer Blodgett	0	1	0	1
			0	0	0	0

Agriculture and Food

			High	Low	Medium	FCR Total
Agriculture and Food	Voice/Data/WAN Services	**Assigned to Individual Total**	0	1	0	1
			0	0	0	0
	Assigned Group Total		3	58	1	62
			1	52	1	54
Customer Company Total			3	58	1	62
			1	52	1	54

Agriculture and Food

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Agriculture and Food	Application Services	Danielle Hood	1 0	1 1	0 0	2 1
		Martin Gonzalez	0 0	0 0	1 1	1 1
		Assigned to Individual Total	1 0	1 1	1 1	3 2
	Help Desk	Brenda Treadway	0 0	2 1	0 0	2 1
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Agriculture and Food

			High	Low	Medium	MIR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	1 1	41 1	0 0	42 2
		Assigned to Individual Total	1 1	41 1	0 0	42 2
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		John Robinson	0 0	2 0	0 0	2 0
		Matthew Earl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Rural Central Desktop Support	Rod Montoya	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Dustin Crump	1 0	0 0	0 0	1 0
		Mart Gardner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	0 0	1 0

Agriculture and Food

			High	Low	Medium	MIR Total
Agriculture and Food	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Assigned Group Total		3 1	58 3	1 1	62 5
Customer Company Total			3 1	58 3	1 1	62 5

Enterprise Incident Report November 2012

As of **12/4/2012**

Agriculture and Food

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Agriculture and Food	Application Services	Danielle Hood	1 0.22	1 35.87	0 0.00	2 18.05
		Martin Gonzalez	0 0.00	0 0.00	1 1.27	1 1.27
		Assigned to Individual Total	1 0.22	1 35.87	1 1.27	3 12.45
	Help Desk	Brenda Treadway	0 0.00	2 1.24	0 0.00	2 1.24
		Eileen Dubach	0 0.00	1 0.99	0 0.00	1 0.99
		James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.13	0 0.00	2 0.13
		Vicky Marrelli	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	7 0.57	0 0.00	7 0.57
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

Agriculture and Food

			High	Low	Medium	ATTIR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	1 1.15	41 0.70	0 0.00	42 0.71
		Assigned to Individual Total	1 1.15	41 0.70	0 0.00	42 0.71
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	2 0.10	0 0.00	2 0.10
		Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.05	0 0.00	4 0.05
	Rural Central Desktop Support	Rod Montoya	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Technical Lead/Project Manager	Dustin Crump	1 0.09	0 0.00	0 0.00	1 0.09
		Mart Gardner	0 0.00	1 0.97	0 0.00	1 0.97
		Assigned to Individual Total	1 0.09	1 0.97	0 0.00	2 0.53
	Voice Operations	James Gifford	0 0.00	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	1 0.34	0 0.00	1 0.34
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 0.55	0 0.00	1 0.55

Enterprise Incident Report November 2012

As of **12/4/2012**

Agriculture and Food

			High	Low	Medium	ATTIR Total
Agriculture and Food	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0.00	1 0.55	0 0.00	1 0.55
	Assigned Group Total		3 0.49	58 1.21	1 1.27	62 1.18
Customer Company Total			3 0.49	58 1.21	1 1.27	62 1.18

Agriculture and Food

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
Agriculture and Food	Application Services	Danielle Hood	1 0	1 1	0 0	2 1
		Martin Gonzalez	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 0	1 1	1 0	3 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 1	0 0	2 1
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Agriculture and Food

			High	Low	Medium	MR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	1 0	41 1	0 0	42 1
		Assigned to Individual Total	1 0	41 1	0 0	42 1
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		John Robinson	0 0	2 0	0 0	2 0
		Matthew Earl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Rural Central Desktop Support	Rod Montoya	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Dustin Crump	1 0	0 0	0 0	1 0
		Mart Gardner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	0 0	1 0

Agriculture and Food

			High	Low	Medium	MR Total
Agriculture and Food	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Assigned Group Total		3 0	58 3	1 0	62 3
Customer Company Total			3 0	58 3	1 0	62 3

Agriculture and Food

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Agriculture and Food	Application Services	Danielle Hood	1 1.08	1 35.87	0 0.00	2 18.48
		Martin Gonzalez	0 0.00	0 0.00	1 1.28	1 1.28
		Assigned to Individual Total	1 1.08	1 35.87	1 1.28	3 12.75
	Help Desk	Brenda Treadway	0 0.00	2 1.24	0 0.00	2 1.24
		Eileen Dubach	0 0.00	1 0.99	0 0.00	1 0.99
		James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 3.87	0 0.00	2 3.87
		Vicky Marrelli	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	7 1.64	0 0.00	7 1.64
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	1 0.27	0 0.00	1 0.27

Agriculture and Food

			High	Low	Medium	ATTR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	1 1.15	41 0.70	0 0.00	42 0.71
		Assigned to Individual Total	1 1.15	41 0.70	0 0.00	42 0.71
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	2 0.10	0 0.00	2 0.10
		Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.05	0 0.00	4 0.05
	Rural Central Desktop Support	Rod Montoya	0 0.00	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total	0 0.00	1 0.03	0 0.00	1 0.03
	Technical Lead/Project Manager	Dustin Crump	1 0.18	0 0.00	0 0.00	1 0.18
		Mart Gardner	0 0.00	1 4.40	0 0.00	1 4.40
		Assigned to Individual Total	1 0.18	1 4.40	0 0.00	2 2.29
	Voice Operations	James Gifford	0 0.00	1 0.38	0 0.00	1 0.38
		Assigned to Individual Total	0 0.00	1 0.38	0 0.00	1 0.38
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 0.89	0 0.00	1 0.89

Agriculture and Food

			High	Low	Medium	ATTR Total
Agriculture and Food	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0.00	1 0.89	0 0.00	1 0.89
	Assigned Group Total		3 0.80	58 1.42	1 1.28	62 1.39
Customer Company Total			3 0.80	58 1.42	1 1.28	62 1.39

Agriculture and Food

Detail

INC000000601984	Brett Gurney	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000601987	Richard W Clark	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000603402	Shelley R Walker	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000603404	April Nielson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000603407	Terry Freeman	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000603412	Sharon Simonson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000603690	Eldon Ekins	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000604108	James Ong	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000604109	Blaine Thomsen	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000604762	Blaine Thomsen	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000604764	James Ong	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000604765	Shelly Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000604766	Richard W Clark	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000605464	Robert Hougaard	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000606926	Slate Stewart	Application	Password	Utah Master Directory		TIR Missed: Yes	2.47
	Help Desk	Brenda Treadway	Agriculture and Food	Low	Closed	TTR Missed: No	2.47
INC000000606932	Kyle Stephens	None	None	None		TIR Missed: No	0.09
	Technical Lead/Project Manager	Dustin Crump	Agriculture and Food	High	Closed	TTR Missed: No	0.18

Agriculture and Food

INC000000607240	Rebecca Nielsen	Application	Error	Gmail			TIR Missed: No	0.97
	Technical Lead/Project Manager	Mart Gardner	Agriculture and Food	Low	Closed		TTR Missed: No	4.40
INC000000607925	Thayne Mickelson	Network	Password	Utah Master Directory			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000607927	Richard W Clark	Network	Password	Microsoft Windows 7			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000608117	Shelley R Walker	Application	Error	Gmail			TIR Missed: No	0.19
	Metro D Help Desk	John Robinson	Agriculture and Food	Low	Closed		TTR Missed: No	0.19
INC000000609024	George Wilson	Telecom	Call/Receive	Telephone			TIR Missed: No	0.55
	Voice/Data/WAN Services	Spencer Blodgett	Agriculture and Food	Low	Closed		TTR Missed: No	0.89
INC000000609347	Phillip Crowther	Network	Password	Novell GroupWise 32-bit Windo			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000609353	Robert Hougaard	Application	Error	Microsoft Office			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000609357	Thayne Mickelson	Application	Reporting	PGP			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000609551	Donald Nerdin	Application	Error	Gmail			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Agriculture and Food	Low	Closed		TTR Missed: No	0.27
INC000000610017	Leonard Blackham	None	None	None			TIR Missed: No	0.22
	Application Services	Danielle Hood	Agriculture and Food	High	Closed		TTR Missed: No	1.08
INC000000610086	Kyle Stephens	Application	Reporting	Gmail			TIR Missed: Yes	1.15
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed		TTR Missed: No	1.15
INC000000610340	Henry Nahalewski	Application	Password	Utah Master Directory			TIR Missed: No	0.27
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Closed		TTR Missed: No	0.29
INC000000610855	Robert Erickson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000611152	Don Lindsay	Application	Password	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000611379	Randy Jenson	Application	None	Gmail			TIR Missed: No	0.02
	Help Desk	Julie VanBeekum	Agriculture and Food	Low	Resolved		TTR Missed: Yes	6.57
INC000000611483	Danielle Mccaslin	Network	Password	Novell eDirectory			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000611497	Cody James	Network	Password	Novell eDirectory			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00

Agriculture and Food

INC000000611500	Cindy Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No		0.00
INC000000612312	Don Lindsay	Application	Password	Utah Master Directory		TIR Missed: No		0.00
Help Desk		James Stearns	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000612432	Danielle Mccaslin	None	None	None		TIR Missed: Yes		35.87
Application Services		Danielle Hood	Agriculture and Food	Low	Resolved	TTR Missed: Yes		35.87
INC000000612447	Sherie Edginton	Telecom	Call/Receive	Telephone		TIR Missed: No		0.34
Voice Operations		James Gifford	Agriculture and Food	Low	Resolved	TTR Missed: No		0.38
INC000000612860	Troy Higgs	Application	Password	Utah Master Directory		TIR Missed: No		0.99
Help Desk		Eileen Dubach	Agriculture and Food	Low	Resolved	TTR Missed: No		0.99
INC000000613220	Cody James	Network	Password	Utah Master Directory		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613222	Linda Lewis	Network	Password	Utah Master Directory		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613224	Sharon Simonson	Network	Password	Utah Master Directory		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613225	Randy Marshall	Application	Reporting	Gmail		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613230	Sharon Simonson	Application	Password	Gmail		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613234	Sharon Simonson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613642	Darrell F Cook	Application	Error	Google Chrome		TIR Missed: No		0.00
Rural Central Desktop Support		Rod Montoya	Agriculture and Food	Low	Resolved	TTR Missed: No		0.03
INC000000613656	Linda Lewis	Application	Reporting	Gmail		TIR Missed: Yes		28.53
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: Yes		28.53
INC000000613879	Vicki Needham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613881	Brian Tea	PC/Laptop	Performance	None		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613883	Kathleen Mathews	Application	Error	None		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000613884	Kelly Oneida	PC/Laptop	Error	None		TIR Missed: No		0.00
Metro D Desktop Support		Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00

Agriculture and Food

INC000000613886	Sharon Simonson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000615209	Cathie Larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000615215	Pat Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000615306	Clinton Hill	Application	Error	Utah Master Directory		TIR Missed: No	0.23
Help Desk	Julie VanBeekum	Agriculture and Food	Low	Resolved	TTR Missed: No	1.16
INC000000615947	Vicki Needham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.03
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.34
INC000000615958	Linda Lewis	Application	None	Gmail		TIR Missed: Yes	1.27
Application Services	Martin Gonzalez	Agriculture and Food	Medium	Resolved	TTR Missed: No	1.28
INC000000615967	Anne Johnson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000617514	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000617524	Samuel Lima	Application	Error	Microsoft Word		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000617525	Sharon Simonson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000617527	Trudy Casey	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000617824	Duane Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00